

Enterprise Incident Report December 2012

As of 1/2/2013

Administrative Services

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution		
			Low	Medium	FCR Total
Administrative Services	Application Services	Danielle Hood	2 0	0 0	2 0
		Dustin Crump	4 2	0 0	4 2
		Martin Gonzalez	4 3	0 0	4 3
		Assigned to Individual Total	10 5	0 0	10 5
	Capitol Desktop Support	Brian Bintz	3 1	0 0	3 1
		Chad Poll	3 1	0 0	3 1
		Joshua Furgason	13 12	0 0	13 12
		Kraig Ellis	11 2	0 0	11 2
		Scott Wunderlich	19 9	0 0	19 9
		Tom Hanson	23 21	0 0	23 21
		Assigned to Individual Total	72 46	0 0	72 46

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Administrative Services

			Low	Medium	FCR Total
Administrative Services	Capitol Hosting	Jake Vandenberghe	4 0	0 0	4 0
		Joe Benson	0 0	1 0	1 0
		Patrick Funk	1 0	0 0	1 0
		Assigned to Individual Total	5 0	1 0	6 0
	Database Services	I-Ching Lin	2 1	0 0	2 1
		Assigned to Individual Total	2 1	0 0	2 1
	Enterprise Security	Dan Cook	1 1	0 0	1 1
		Assigned to Individual Total	1 1	0 0	1 1
	Help Desk	Brenda Treadway	4 4	0 0	4 4
		Eileen Dubach	2 2	0 0	2 2
		James Stearns	4 4	0 0	4 4
		Julie VanBeekum	6 6	0 0	6 6
		Sarah Johnson	4 0	0 0	4 0
		Vicky Marrelli	6 6	0 0	6 6

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			Low	Medium	FCR Total
Administrative Services	Help Desk	Assigned to Individual Total	26	0	26
			22	0	22
	Metro A Desktop Support	Adam Staks	1	0	1
			0	0	0
		Rodney Austin	2	0	2
			0	0	0
		Assigned to Individual Total	3	0	3
			0	0	0
	Metro A Help Desk	Edward Fortner	1	0	1
			1	0	1
		Assigned to Individual Total	1	0	1
			1	0	1
	Metro B Desktop Support	Kraig Ellis	1	0	1
			0	0	0
		Sean Chadbourne	1	0	1
			0	0	0
		Assigned to Individual Total	2	0	2
			0	0	0
	Metro B Help Desk	Gavin Barney	1	0	1
			1	0	1
		Torri Randa	1	0	1
			1	0	1
		Assigned to Individual Total	2	0	2
			2	0	2
	Network Operations	Brian Chatwin	1	0	1
			0	0	0
		Jeff Reed	1	0	1
			0	0	0

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			Low	Medium	FCR Total
Administrative Services	Network Operations	Assigned to Individual Total	2 0	0 0	2 0
	Rural North Desktop Support	Kim Ratushniak	4 4	0 0	4 4
		Neil Smedley	1 0	0 0	1 0
		Ruston McKay	1 1	0 0	1 1
		Assigned to Individual Total	6 5	0 0	6 5
	Rural South Desktop Support	Dan Anthony	2 2	0 0	2 2
		Joel Finlinson	2 1	0 0	2 1
		Lance Nay	1 1	0 0	1 1
		Assigned to Individual Total	5 4	0 0	5 4
	Strategic Communications	Luis Larios	2 0	0 0	2 0
		Assigned to Individual Total	2 0	0 0	2 0
	Technical Lead/Project Manager	Corona Ngatuvai	1 0	0 0	1 0
		Danielle Hood	0 0	1 0	1 0
		Dustin Crump	2 0	0 0	2 0

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Administrative Services

			Low	Medium	FCR Total
Administrative Services	Technical Lead/Project Manager	Mart Gardner	1 0	0 0	1 0
		Martin Gonzalez	7 6	0 0	7 6
		Assigned to Individual Total	11 6	1 0	12 6
	Voice Operations	James Gifford	1 0	0 0	1 0
		Julie Sabato	2 0	0 0	2 0
		Romanza Hamblin Sorensen	6 3	0 0	6 3
		Assigned to Individual Total	9 3	0 0	9 3
	Voice/Data/WAN Services	Mike Johnson	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Assigned Group Total		160 96	2 0	162 96
Customer Company Total			160 96	2 0	162 96

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Administrative Services

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response		
			Low	Medium	MIR Total
Administrative Services	Application Services	Danielle Hood	2	0	2
			2	0	2
		Dustin Crump	4	0	4
			4	0	4
	Capitol Desktop Support	Martin Gonzalez	4	0	4
			1	0	1
		Assigned to Individual Total	10	0	10
			7	0	7
		Brian Bintz	3	0	3
			1	0	1
		Chad Poll	3	0	3
			2	0	2
		Joshua Furgason	13	0	13
			0	0	0
		Kraig Ellis	11	0	11
			2	0	2
		Scott Wunderlich	19	0	19
			1	0	1
		Tom Hanson	23	0	23
			3	0	3
		Assigned to Individual Total	72	0	72
			9	0	9

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Administrative Services

			Low	Medium	MIR Total
Administrative Services	Capitol Hosting	Jake Vandenberghe	4 1	0 0	4 1
		Joe Benson	0 0	1 0	1 0
		Patrick Funk	1 0	0 0	1 0
		Assigned to Individual Total	5 1	1 0	6 1
	Database Services	I-Ching Lin	2 1	0 0	2 1
		Assigned to Individual Total	2 1	0 0	2 1
	Enterprise Security	Dan Cook	1 1	0 0	1 1
		Assigned to Individual Total	1 1	0 0	1 1
	Help Desk	Brenda Treadway	4 0	0 0	4 0
		Eileen Dubach	2 0	0 0	2 0
		James Stearns	4 0	0 0	4 0
		Julie VanBeekum	6 1	0 0	6 1
		Sarah Johnson	4 1	0 0	4 1
		Vicky Marrelli	6 0	0 0	6 0

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Administrative Services

			Low	Medium	MIR Total
Administrative Services	Help Desk	Assigned to Individual Total	26	0	26
			2	0	2
	Metro A Desktop Support	Adam Staks	1	0	1
			0	0	0
		Rodney Austin	2	0	2
			0	0	0
		Assigned to Individual Total	3	0	3
			0	0	0
	Metro A Help Desk	Edward Fortner	1	0	1
			0	0	0
		Assigned to Individual Total	1	0	1
			0	0	0
	Metro B Desktop Support	Kraig Ellis	1	0	1
			0	0	0
		Sean Chadbourne	1	0	1
			0	0	0
		Assigned to Individual Total	2	0	2
			0	0	0
	Metro B Help Desk	Gavin Barney	1	0	1
			0	0	0
		Torri Randa	1	0	1
			0	0	0
		Assigned to Individual Total	2	0	2
			0	0	0
	Network Operations	Brian Chatwin	1	0	1
			1	0	1
		Jeff Reed	1	0	1
			0	0	0

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Administrative Services

			Low	Medium	MIR Total
Administrative Services	Network Operations	Assigned to Individual Total	2	0	2
			1	0	1
	Rural North Desktop Support	Kim Ratushniak	4	0	4
			0	0	0
		Neil Smedley	1	0	1
			0	0	0
		Ruston McKay	1	0	1
			0	0	0
		Assigned to Individual Total	6	0	6
			0	0	0
	Rural South Desktop Support	Dan Anthony	2	0	2
			0	0	0
		Joel Finlinson	2	0	2
			0	0	0
		Lance Nay	1	0	1
			0	0	0
		Assigned to Individual Total	5	0	5
			0	0	0
	Strategic Communications	Luis Larios	2	0	2
			0	0	0
		Assigned to Individual Total	2	0	2
			0	0	0
	Technical Lead/Project Manager	Corona Ngatuvai	1	0	1
			0	0	0
		Danielle Hood	0	1	1
			0	0	0
		Dustin Crump	2	0	2
			0	0	0

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Administrative Services

			Low	Medium	MIR Total
Administrative Services	Technical Lead/Project Manager	Mart Gardner	1 0	0 0	1 0
		Martin Gonzalez	7 5	0 0	7 5
		Assigned to Individual Total	11 5	1 0	12 5
	Voice Operations	James Gifford	1 0	0 0	1 0
		Julie Sabato	2 0	0 0	2 0
		Romanza Hamblin Sorensen	6 0	0 0	6 0
		Assigned to Individual Total	9 0	0 0	9 0
	Voice/Data/WAN Services	Mike Johnson	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Assigned Group Total		160 27	2 0	162 27
Customer Company Total			160 27	2 0	162 27

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Administrative Services

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours		
			Low	Medium	ATTIR Total
Administrative Services	Application Services	Danielle Hood	2 5.96	0 0.00	2 5.96
		Dustin Crump	4 25.86	0 0.00	4 25.86
		Martin Gonzalez	4 0.99	0 0.00	4 0.99
		Assigned to Individual Total	10 11.93	0 0.00	10 11.93
	Capitol Desktop Support	Brian Bintz	3 0.61	0 0.00	3 0.61
		Chad Poll	3 2.50	0 0.00	3 2.50
		Joshua Furgason	13 0.05	0 0.00	13 0.05
		Kraig Ellis	11 0.42	0 0.00	11 0.42
		Scott Wunderlich	19 0.37	0 0.00	19 0.37
		Tom Hanson	23 0.28	0 0.00	23 0.28

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Administrative Services

			Low	Medium	ATTIR Total
Administrative Services	Capitol Desktop Support	Assigned to Individual Total	72 0.39	0 0.00	72 0.39
	Capitol Hosting	Jake Vandenberghe	4 0.50	0 0.00	4 0.50
		Joe Benson	0 0.00	1 0.00	1 0.00
		Patrick Funk	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	5 0.40	1 0.00	6 0.33
	Database Services	I-Ching Lin	2 1.13	0 0.00	2 1.13
		Assigned to Individual Total	2 1.13	0 0.00	2 1.13
	Enterprise Security	Dan Cook	1 10.02	0 0.00	1 10.02
		Assigned to Individual Total	1 10.02	0 0.00	1 10.02
	Help Desk	Brenda Treadway	4 0.13	0 0.00	4 0.13
		Eileen Dubach	2 0.17	0 0.00	2 0.17
		James Stearns	4 0.09	0 0.00	4 0.09
		Julie VanBeekum	6 0.25	0 0.00	6 0.25
		Sarah Johnson	4 19.26	0 0.00	4 19.26

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			Low	Medium	ATTIR Total
Administrative Services	Help Desk	Vicky Marrelli	6 0.00	0 0.00	6 0.00
		Assigned to Individual Total	26 3.07	0 0.00	26 3.07
	Metro A Desktop Support	Adam Staks	1 0.41	0 0.00	1 0.41
		Rodney Austin	2 0.14	0 0.00	2 0.14
		Assigned to Individual Total	3 0.23	0 0.00	3 0.23
	Metro A Help Desk	Edward Fortner	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	1 0.00	0 0.00	1 0.00
	Metro B Desktop Support	Kraig Ellis	1 0.26	0 0.00	1 0.26
		Sean Chadbourne	1 0.18	0 0.00	1 0.18
		Assigned to Individual Total	2 0.22	0 0.00	2 0.22
	Metro B Help Desk	Gavin Barney	1 0.00	0 0.00	1 0.00
		Torri Randa	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	2 0.00	0 0.00	2 0.00
	Network Operations	Brian Chatwin	1 1.27	0 0.00	1 1.27

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			Low	Medium	ATTIR Total
Administrative Services	Network Operations	Jeff Reed	1 0.60	0 0.00	1 0.60
		Assigned to Individual Total	2 0.93	0 0.00	2 0.93
	Rural North Desktop Support	Kim Ratuszniak	4 0.00	0 0.00	4 0.00
		Neil Smedley	1 0.02	0 0.00	1 0.02
		Ruston McKay	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	6 0.00	0 0.00	6 0.00
	Rural South Desktop Support	Dan Anthony	2 0.00	0 0.00	2 0.00
		Joel Finlinson	2 0.42	0 0.00	2 0.42
		Lance Nay	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	5 0.17	0 0.00	5 0.17
	Strategic Communications	Luis Larios	2 0.25	0 0.00	2 0.25
		Assigned to Individual Total	2 0.25	0 0.00	2 0.25
	Technical Lead/Project Manager	Corona Ngatuvai	1 0.00	0 0.00	1 0.00
		Danielle Hood	0 0.00	1 0.00	1 0.00

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			Low	Medium	ATTIR Total
Administrative Services	Technical Lead/Project Manager	Dustin Crump	2 0.04	0 0.00	2 0.04
		Mart Gardner	1 0.03	0 0.00	1 0.03
		Martin Gonzalez	7 6.73	0 0.00	7 6.73
		Assigned to Individual Total	11 4.29	1 0.00	12 3.93
	Voice Operations	James Gifford	1 0.27	0 0.00	1 0.27
		Julie Sabato	2 0.22	0 0.00	2 0.22
		Romanza Hamblin Sorensen	6 0.39	0 0.00	6 0.39
		Assigned to Individual Total	9 0.34	0 0.00	9 0.34
	Voice/Data/WAN Services	Mike Johnson	1 0.28	0 0.00	1 0.28
		Assigned to Individual Total	1 0.28	0 0.00	1 0.28
Assigned Group Total		160 1.85	2 0.00	162 1.83	
Customer Company Total			160 1.85	2 0.00	162 1.83

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Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards.

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution		
			Low	Medium	MR Total
Administrative Services	Application Services	Danielle Hood	2 1	0 0	2 1
		Dustin Crump	4 3	0 0	4 3
		Martin Gonzalez	4 2	0 0	4 2
		Assigned to Individual Total	10 6	0 0	10 6
	Capitol Desktop Support	Brian Bintz	3 0	0 0	3 0
		Chad Poll	3 1	0 0	3 1
		Joshua Furgason	13 0	0 0	13 0
		Kraig Ellis	11 0	0 0	11 0
		Scott Wunderlich	19 1	0 0	19 1
		Tom Hanson	23 1	0 0	23 1
		Assigned to Individual Total	72 3	0 0	72 3

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			Low	Medium	MR Total
Administrative Services	Capitol Hosting	Jake Vandenberghe	4 1	0 0	4 1
		Joe Benson	0 0	1 0	1 0
		Patrick Funk	1 0	0 0	1 0
		Assigned to Individual Total	5 1	1 0	6 1
	Database Services	I-Ching Lin	2 0	0 0	2 0
		Assigned to Individual Total	2 0	0 0	2 0
	Enterprise Security	Dan Cook	1 1	0 0	1 1
		Assigned to Individual Total	1 1	0 0	1 1
	Help Desk	Brenda Treadway	4 0	0 0	4 0
		Eileen Dubach	2 0	0 0	2 0
		James Stearns	4 0	0 0	4 0
		Julie VanBeekum	6 0	0 0	6 0
		Sarah Johnson	4 2	0 0	4 2
		Vicky Marrelli	6 0	0 0	6 0

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Administrative Services

			Low	Medium	MR Total
Administrative Services	Help Desk	Assigned to Individual Total	26	0	26
			2	0	2
	Metro A Desktop Support	Adam Staks	1	0	1
			0	0	0
		Rodney Austin	2	0	2
			0	0	0
		Assigned to Individual Total	3	0	3
			0	0	0
	Metro A Help Desk	Edward Fortner	1	0	1
			0	0	0
		Assigned to Individual Total	1	0	1
			0	0	0
	Metro B Desktop Support	Kraig Ellis	1	0	1
			0	0	0
		Sean Chadbourne	1	0	1
			0	0	0
		Assigned to Individual Total	2	0	2
			0	0	0
	Metro B Help Desk	Gavin Barney	1	0	1
			0	0	0
		Torri Randa	1	0	1
			0	0	0
		Assigned to Individual Total	2	0	2
			0	0	0
	Network Operations	Brian Chatwin	1	0	1
			0	0	0
		Jeff Reed	1	0	1
			0	0	0

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			Low	Medium	MR Total
Administrative Services	Network Operations	Assigned to Individual Total	2 0	0 0	2 0
	Rural North Desktop Support	Kim Ratushniak	4 0	0 0	4 0
		Neil Smedley	1 0	0 0	1 0
		Ruston McKay	1 0	0 0	1 0
		Assigned to Individual Total	6 0	0 0	6 0
	Rural South Desktop Support	Dan Anthony	2 0	0 0	2 0
		Joel Finlinson	2 0	0 0	2 0
		Lance Nay	1 0	0 0	1 0
		Assigned to Individual Total	5 0	0 0	5 0
	Strategic Communications	Luis Larios	2 1	0 0	2 1
		Assigned to Individual Total	2 1	0 0	2 1
	Technical Lead/Project Manager	Corona Ngatuvai	1 1	0 0	1 1
		Danielle Hood	0 0	1 1	1 1
		Dustin Crump	2 2	0 0	2 2

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			Low	Medium	MR Total
Administrative Services	Technical Lead/Project Manager	Mart Gardner	1 0	0 0	1 0
		Martin Gonzalez	7 6	0 0	7 6
		Assigned to Individual Total	11 9	1 1	12 10
	Voice Operations	James Gifford	1 0	0 0	1 0
		Julie Sabato	2 0	0 0	2 0
		Romanza Hamblin Sorensen	6 0	0 0	6 0
		Assigned to Individual Total	9 0	0 0	9 0
	Voice/Data/WAN Services	Mike Johnson	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Assigned Group Total		160 23	2 1	162 24
Customer Company Total			160 23	2 1	162 24

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Administrative Services

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours		
			Low	Medium	ATTR Total
Administrative Services	Application Services	Danielle Hood	2 5.99	0 0.00	2 5.99
		Dustin Crump	4 26.66	0 0.00	4 26.66
		Martin Gonzalez	4 22.08	0 0.00	4 22.08
		Assigned to Individual Total	10 20.69	0 0.00	10 20.69
	Capitol Desktop Support	Brian Bintz	3 1.85	0 0.00	3 1.85
		Chad Poll	3 4.78	0 0.00	3 4.78
		Joshua Furgason	13 0.47	0 0.00	13 0.47
		Kraig Ellis	11 1.28	0 0.00	11 1.28
		Scott Wunderlich	19 1.04	0 0.00	19 1.04
		Tom Hanson	23 4.29	0 0.00	23 4.29

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			Low	Medium	ATTR Total
Administrative Services	Capitol Desktop Support	Assigned to Individual Total	72 2.20	0 0.00	72 2.20
	Capitol Hosting	Jake Vandenberghe	4 5.22	0 0.00	4 5.22
		Joe Benson	0 0.00	1 0.00	1 0.00
		Patrick Funk	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	5 4.18	1 0.00	6 3.48
	Database Services	I-Ching Lin	2 1.13	0 0.00	2 1.13
		Assigned to Individual Total	2 1.13	0 0.00	2 1.13
	Enterprise Security	Dan Cook	1 49.46	0 0.00	1 49.46
		Assigned to Individual Total	1 49.46	0 0.00	1 49.46
	Help Desk	Brenda Treadway	4 0.13	0 0.00	4 0.13
		Eileen Dubach	2 0.17	0 0.00	2 0.17
		James Stearns	4 0.09	0 0.00	4 0.09
		Julie VanBeekum	6 0.30	0 0.00	6 0.30
		Sarah Johnson	4 22.59	0 0.00	4 22.59

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			Low	Medium	ATTR Total
Administrative Services	Help Desk	Vicky Marrelli	6 0.00	0 0.00	6 0.00
		Assigned to Individual Total	26 3.59	0 0.00	26 3.59
	Metro A Desktop Support	Adam Staks	1 0.41	0 0.00	1 0.41
		Rodney Austin	2 0.15	0 0.00	2 0.15
		Assigned to Individual Total	3 0.23	0 0.00	3 0.23
	Metro A Help Desk	Edward Fortner	1	0 0.00	1
		Assigned to Individual Total	1	0 0.00	1
	Metro B Desktop Support	Kraig Ellis	1 1.70	0 0.00	1 1.70
		Sean Chadbourne	1 0.81	0 0.00	1 0.81
		Assigned to Individual Total	2 1.25	0 0.00	2 1.25
	Metro B Help Desk	Gavin Barney	1 0.00	0 0.00	1 0.00
		Torri Randa	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	2 0.00	0 0.00	2 0.00
	Network Operations	Brian Chatwin	1 1.27	0 0.00	1 1.27

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			Low	Medium	ATTR Total
Administrative Services	Network Operations	Jeff Reed	1 1.08	0 0.00	1 1.08
		Assigned to Individual Total	2 1.17	0 0.00	2 1.17
	Rural North Desktop Support	Kim Ratushniak	4 0.00	0 0.00	4 0.00
		Neil Smedley	1 0.15	0 0.00	1 0.15
		Ruston McKay	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	6 0.03	0 0.00	6 0.03
	Rural South Desktop Support	Dan Anthony	2 0.00	0 0.00	2 0.00
		Joel Finlinson	2 0.42	0 0.00	2 0.42
		Lance Nay	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	5 0.17	0 0.00	5 0.17
	Strategic Communications	Luis Larios	2 18.47	0 0.00	2 18.47
		Assigned to Individual Total	2 18.47	0 0.00	2 18.47
	Technical Lead/Project Manager	Corona Ngatuvai	1 18.00	0 0.00	1 18.00
		Danielle Hood	0 0.00	1 27.00	1 27.00

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Administrative Services

			Low	Medium	ATTR Total
Administrative Services	Technical Lead/Project Manager	Dustin Crump	2 49.33	0 0.00	2 49.33
		Mart Gardner	1 0.82	0 0.00	1 0.82
		Martin Gonzalez	7 33.12	0 0.00	7 33.12
		Assigned to Individual Total	11 31.76	1 27.00	12 31.36
	Voice Operations	James Gifford	1 3.19	0 0.00	1 3.19
		Julie Sabato	2 0.22	0 0.00	2 0.22
		Romanza Hamblin Sorensen	6 0.87	0 0.00	6 0.87
		Assigned to Individual Total	9 0.98	0 0.00	9 0.98
	Voice/Data/WAN Services	Mike Johnson	1 0.72	0 0.00	1 0.72
		Assigned to Individual Total	1 0.72	0 0.00	1 0.72
Assigned Group Total		160 5.87	2 13.50	162 5.97	
Customer Company Total			160 5.87	2 13.50	162 5.97

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Detail

INC000000592425	Ken Hansen	Application	None	Proofpoint Email Security	TIR Missed: No	0.91
	Application Services	Martin Gonzalez	Administrative Services	Low Closed	TTR Missed: No	2.16
INC000000603038	Jake Jacobson	Application	None	Gmail	TIR Missed: Yes	1.38
	Application Services	Dustin Crump	Administrative Services	Low Closed	TTR Missed: No	4.51
INC000000606573	Mike Frost	None	None	None	TIR Missed: Yes	26.28
	Application Services	Dustin Crump	Administrative Services	Low Closed	TTR Missed: Yes	26.28
INC000000606605	Cynthia S Bowers	Application	Error	Gmail	TIR Missed: Yes	1.51
	Application Services	Danielle Hood	Administrative Services	Low Resolved	TTR Missed: No	1.58
INC000000606937	Andy Wright	Application	None	Gmail	TIR Missed: Yes	4.07
	Technical Lead/Project Manager	Martin Gonzalez	Administrative Services	Low Closed	TTR Missed: Yes	25.34
INC000000606957	Doug Stout	Application	Reporting	Gmail	TIR Missed: Yes	11.71
	Technical Lead/Project Manager	Martin Gonzalez	Administrative Services	Low Closed	TTR Missed: Yes	12.21
INC000000607068	Dorothy Taylor	Application	Error	Gmail	TIR Missed: Yes	5.58
	Capitol Desktop Support	Chad Poll	Administrative Services	Low Closed	TTR Missed: Yes	12.44
INC000000607784	Shirley Williams	Application	None	Gmail	TIR Missed: Yes	10.02
	Enterprise Security	Dan Cook	Administrative Services	Low Closed	TTR Missed: Yes	49.46
INC000000607798	Lynn Bodrero	Application	None	Gmail	TIR Missed: No	0.03
	Technical Lead/Project Manager	Mart Gardner	Administrative Services	Low Closed	TTR Missed: No	0.82
INC000000608110	Dan Martinez	None	None	Gmail	TIR Missed: Yes	11.49
	Technical Lead/Project Manager	Martin Gonzalez	Administrative Services	Low Closed	TTR Missed: Yes	24.08
INC000000609318	Brian R Bales	Application	None	Gmail	TIR Missed: No	0.03
	Technical Lead/Project Manager	Martin Gonzalez	Administrative Services	Low Resolved	TTR Missed: No	0.21
INC000000609368	Crisanta Gwilliam	Application	None	Postini	TIR Missed: No	0.00
	Technical Lead/Project Manager	Martin Gonzalez	Administrative Services	Low Closed	TTR Missed: Yes	27.00
INC000000610522	Lynn Bodrero	Application	Error	Gmail	TIR Missed: No	0.00
	Technical Lead/Project Manager	Corona Ngatuvai	Administrative Services	Low Closed	TTR Missed: Yes	18.00
INC000000610885	Tyler Barnes	Application	None	Gmail	TIR Missed: Yes	35.85
	Application Services	Dustin Crump	Administrative Services	Low Resolved	TTR Missed: Yes	35.89
INC000000611054	Maren Jeppsen	None	None	None	TIR Missed: Yes	2.67
	Application Services	Martin Gonzalez	Administrative Services	Low Closed	TTR Missed: No	3.09
INC000000611885	Chiarina Gleed	Application	None	Gmail	TIR Missed: Yes	3.53
	Technical Lead/Project Manager	Martin Gonzalez	Administrative Services	Low Resolved	TTR Missed: Yes	126.73

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INC000000611892	Jerry Sheets	Application	None	Gmail		TIR Missed: No	0.08
	Technical Lead/Project Manager	Dustin Crump	Administrative Services	Low	Closed	TTR Missed: Yes	49.94
INC000000613272	Dan Martinez	Application	Error	Gmail		TIR Missed: No	0.00
	Technical Lead/Project Manager	Danielle Hood	Administrative Services	Medium	Closed	TTR Missed: Yes	27.00
INC000000614319	Lori Benton	Application	Error	Gmail		TIR Missed: No	0.00
	Technical Lead/Project Manager	Dustin Crump	Administrative Services	Low	Closed	TTR Missed: Yes	48.72
INC000000616113	Brian R Bales	Application	None	Gmail		TIR Missed: Yes	75.98
	Help Desk	Sarah Johnson	Administrative Services	Low	Closed	TTR Missed: Yes	75.98
INC000000616352	Elizabeth Perkes	None	None	None		TIR Missed: Yes	1.09
	Capitol Hosting	Jake Vandenberghe	Administrative Services	Low	Closed	TTR Missed: No	1.10
INC000000616905	Dave Williams	EIS Hardware	Printer	None		TIR Missed: No	0.37
	Strategic Communications	Luis Larios	Administrative Services	Low	Closed	TTR Missed: Yes	35.12
INC000000617423	Dave Williams	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.12
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	2.77
INC000000617734	Cheryl Searle	Telecom	Call/Receive	None		TIR Missed: No	0.71
	Voice Operations	Romanza Hamblin Sorensen	Administrative Services	Low	Closed	TTR Missed: No	0.72
INC000000618099	Lynn Bodrero	None	None	None		TIR Missed: Yes	4.51
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: Yes	6.65
INC000000618170	Dan Martinez	Server	Error	None		TIR Missed: No	0.00
	Capitol Hosting	Joe Benson	Administrative Services	Medium	Closed	TTR Missed: No	0.00
INC000000618176	Patricia Yacks	Server	Error	None		TIR Missed: No	0.18
	Metro B Desktop Support	Sean Chadbourne	Administrative Services	Low	Closed	TTR Missed: No	0.81
INC000000618249	Lynn Webb	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Joshua Furgason	Administrative Services	Low	Closed	TTR Missed: No	0.00
INC000000618376	Mike Ferrin	Application	Password	Utah Master Directory		TIR Missed: No	0.52
	Help Desk	Brenda Treadway	Administrative Services	Low	Closed	TTR Missed: No	0.52
INC000000618436	Adrian Ruger	PC/Laptop	None	None		TIR Missed: No	0.08
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	0.89
INC000000618860	Maren Jepps	None	None	None		TIR Missed: No	0.21
	Application Services	Martin Gonzalez	Administrative Services	Low	Closed	TTR Missed: Yes	60.13
INC000000618939	Matthew Boyer	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	0.00
INC000000618974	Shirley Robinson	Application	None	Active Directory		TIR Missed: No	0.71
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	1.12

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INC000000619034	Wendy Keyser	Application	Password	Utah Master Directory	TIR Missed: No	0.00
Help Desk	James Stearns	Administrative Services	Low	Closed	TTR Missed: No	0.00
INC000000619197	Tara Eutsler	Network	Error	None	TIR Missed: No	0.08
Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	0.42
INC000000619226	Cynthia S Bowers	PC/Laptop	None	None	TIR Missed: No	0.05
Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	0.89
INC000000619267	Brian R Bales	PC/Laptop	Password	None	TIR Missed: No	0.28
Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	1.37
INC000000619286	John Harrington	Application	None	Gmail	TIR Missed: No	0.33
Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: Yes	55.26
INC000000619383	Susan Vogel	None	None	None	TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Administrative Services	Low	Closed	TTR Missed: No	0.00
INC000000619429	Rick Clawson	None	None	None	TIR Missed: No	0.00
Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	0.00
INC000000619514	Lori Benton	Application	None	Gmail	TIR Missed: Yes	16.28
Technical Lead/Project Manager	Martin Gonzalez	Administrative Services	Low	Closed	TTR Missed: Yes	16.30
INC000000619515	Gala Dumas	PC/Laptop	Error	None	TIR Missed: Yes	1.07
Capitol Desktop Support	Kraig Ellis	Administrative Services	Low	Closed	TTR Missed: No	2.90
INC000000619525	Jake Jacobson	None	None	None	TIR Missed: No	0.00
Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	0.00
INC000000619627	Allyson Spevak	None	None	None	TIR Missed: No	0.00
Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	0.00
INC000000619716	Jason Knight	None	None	None	TIR Missed: No	0.00
Capitol Desktop Support	Joshua Furgason	Administrative Services	Low	Closed	TTR Missed: No	0.00
INC000000619719	Jason Knight	PC/Laptop	Hardware	None	TIR Missed: No	0.48
Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	0.48
INC000000620030	John Harrington	Application	Password	Gmail	TIR Missed: No	0.00
Help Desk	James Stearns	Administrative Services	Low	Closed	TTR Missed: No	0.00
INC000000620179	Rebekkah Shaw	Application	Password	Utah Master Directory	TIR Missed: No	0.27
Help Desk	James Stearns	Administrative Services	Low	Closed	TTR Missed: No	0.27
INC000000620268	Tracie Brush	None	None	None	TIR Missed: No	0.00
Capitol Desktop Support	Joshua Furgason	Administrative Services	Low	Closed	TTR Missed: No	0.00
INC000000620276	Mary Naylor	None	None	None	TIR Missed: No	0.00
Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	0.29

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INC000000620409	Marcie Handy	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	1.96
INC000000620459	Doug Hunter	PC/Laptop	Error	None		TIR Missed: No	0.19
	Metro A Desktop Support	Rodney Austin	Administrative Services	Low	Closed	TTR Missed: No	0.20
INC000000620460	Jeff Reddoor	Mobile Devices	None	iPhone		TIR Missed: No	0.07
	Help Desk	Sarah Johnson	Administrative Services	Low	Closed	TTR Missed: Yes	6.94
INC000000620509	Mark Yeschick	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Joshua Furgason	Administrative Services	Low	Closed	TTR Missed: No	0.00
INC000000620631	Milton VanderLinde	PC/Laptop	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Administrative Services	Low	Closed	TTR Missed: No	0.00
INC000000620995	Brook McElmurry	PC/Laptop	Hardware	None		TIR Missed: No	0.07
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	0.55
INC000000621066	Jeff Reddoor	Application	None	Gmail		TIR Missed: No	0.83
	Rural South Desktop Support	Joel Finlison	Administrative Services	Low	Closed	TTR Missed: No	0.83
INC000000621100	Julie Clark	PC/Laptop	Error	None		TIR Missed: No	0.07
	Capitol Desktop Support	Kraig Ellis	Administrative Services	Low	Closed	TTR Missed: No	1.52
INC000000621176	Julie Clark	Application	Error	Gmail		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Administrative Services	Low	Closed	TTR Missed: No	0.00
INC000000621232	Rod Swaner	PC/Laptop	Hardware	None		TIR Missed: No	0.41
	Metro A Desktop Support	Adam Staks	Administrative Services	Low	Closed	TTR Missed: No	0.41
INC000000621256	Scott Bingham	Telecom	Voice Mail	Telephone		TIR Missed: No	0.15
	Voice Operations	Romanza Hamblin Sorensen	Administrative Services	Low	Closed	TTR Missed: No	1.21
INC000000621300	Garrett Jenkins	Application	None	Gmail		TIR Missed: Yes	1.50
	Help Desk	Julie VanBeekum	Administrative Services	Low	Closed	TTR Missed: No	1.81
INC000000621431	Pam Borman	PC/Laptop	Error	None		TIR Missed: No	0.00
	Capitol Desktop Support	Joshua Furgason	Administrative Services	Low	Closed	TTR Missed: No	3.44
INC000000621466	Chad Spencer	Application	Error	Novell Messenger		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Administrative Services	Low	Closed	TTR Missed: No	0.00
INC000000621620	Arcy Lopez	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	3.27
INC000000621666	Sam Lee	None	None	Gmail		TIR Missed: Yes	39.95
	Application Services	Dustin Crump	Administrative Services	Low	Closed	TTR Missed: Yes	39.95
INC000000621684	Seth Niederhauser	Application	Error	Microsoft Windows 7		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Administrative Services	Low	Closed	TTR Missed: No	0.00

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INC000000621795	Maren Jeppsen Metro A Help Desk	None Edward Fortner	None Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000621806	Daniel Black Help Desk	Application Vicky Marrelli	Error Administrative Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000621884	Elizabeth Perkes Capitol Hosting	None Patrick Funk	None Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000621987	Emalee Gonsalves Capitol Desktop Support	Network Joshua Furgason	Error Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000622009	Pam Borman Capitol Desktop Support	None Joshua Furgason	None Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000622068	George D Lewis Metro A Desktop Support	Application Rodney Austin	None Administrative Services	Gmail Low	Closed	TIR Missed: No TTR Missed: No	0.08 0.10
INC000000622099	Dave Williams Help Desk	Application Julie VanBeekum	None Administrative Services	Gmail Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000622161	Jan Rogerson Capitol Desktop Support	PC/Laptop Tom Hanson	Error Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.46 1.27
INC000000622169	Lynn Hinrichs Capitol Desktop Support	Print/Copy/Scan/Fax Brian Bintz	None Administrative Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.18 1.41
INC000000622301	Reed Taylor Voice Operations	Telecom Romanza Hamblin Sorensen	Feature Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.14 0.45
INC000000622341	Sue Hoskins Capitol Desktop Support	None Tom Hanson	None Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.99 2.86
INC000000622346	Paul Ferguson Voice Operations	Telecom Romanza Hamblin Sorensen	Voice Mail Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.49 1.14
INC000000622402	Scott Bingham Capitol Desktop Support	Application Tom Hanson	Error Administrative Services	Internet Explorer Low	Closed	TIR Missed: Yes TTR Missed: No	1.25 2.17
INC000000622414	Paul Ferguson Capitol Desktop Support	Application Tom Hanson	Error Administrative Services	Internet Explorer Low	Closed	TIR Missed: Yes TTR Missed: No	1.08 2.00
INC000000622535	Jerry Gearheart Help Desk	Application Sarah Johnson	Error Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.09 1.57
INC000000622563	Sam Lee Application Services	Application Danielle Hood	Error Administrative Services	Gmail Low	Closed	TIR Missed: Yes TTR Missed: Yes	10.40 10.40
INC000000622617	Matthew Boyer Capitol Desktop Support	PC/Laptop Brian Bintz	Error Administrative Services	None Low	Resolved	TIR Missed: Yes TTR Missed: No	1.02 2.71

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INC000000622757	Cynthia S Bowers	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	2.77
INC000000622839	Cynthia Antonsen	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	1.96
INC000000623158	Brenda Lee	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	1.00
INC000000623418	Annette Julander	Application	Reporting	Internet Explorer		TIR Missed: No	0.63
	Capitol Desktop Support	Brian Bintz	Administrative Services	Low	Closed	TTR Missed: No	1.42
INC000000623650	Brett Montgomery	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Administrative Services	Low	Closed	TTR Missed: No	0.00
INC000000623654	Bruce Spiegel	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Kraig Ellis	Administrative Services	Low	Closed	TTR Missed: No	0.07
INC000000623661	Tyler Barnes	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.26
	Capitol Desktop Support	Kraig Ellis	Administrative Services	Low	Closed	TTR Missed: No	0.26
INC000000623679	Brett Montgomery	Application	Error	None		TIR Missed: No	0.02
	Rural North Desktop Support	Neil Smedley	Administrative Services	Low	Closed	TTR Missed: No	0.15
INC000000624002	Tanya Price	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Resolved	TTR Missed: No	3.52
INC000000624327	Brenda Lee	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	0.99
INC000000624344	Lucy Palaita	Application	None	Gmail		TIR Missed: No	0.19
	Application Services	Martin Gonzalez	Administrative Services	Low	Closed	TTR Missed: Yes	22.93
INC000000624358	Daniel Black	Telecom	None	None		TIR Missed: No	0.28
	Voice/Data/WAN Services	Mike Johnson	Administrative Services	Low	Closed	TTR Missed: No	0.72
INC000000624440	Lisa Aa	Telecom	Coverage Path	Telephone		TIR Missed: No	0.18
	Voice Operations	Romanza Hamblin Sorensen	Administrative Services	Low	Closed	TTR Missed: No	0.69
INC000000624630	Arleen Hearld	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	0.74
INC000000624671	Marci Soper	Application	Reporting	Gmail		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Administrative Services	Low	Closed	TTR Missed: No	0.00
INC000000624687	Elizabeth Perkes	None	None	None		TIR Missed: No	0.35
	Capitol Hosting	Jake Vandenberghe	Administrative Services	Low	Closed	TTR Missed: No	0.35
INC000000624828	Terri O'Toole	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Administrative Services	Low	Closed	TTR Missed: No	0.00

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INC000000624865	Gary Robertson	Application	Reporting	PGP		TIR Missed: No	0.07
	Capitol Desktop Support	Kraig Ellis	Administrative Services	Low	Closed	TTR Missed: No	0.39
INC000000624891	Mike Butler	Network	Error	CapNet		TIR Missed: Yes	1.27
	Network Operations	Brian Chatwin	Administrative Services	Low	Closed	TTR Missed: No	1.27
INC000000625062	Jeffrey Black	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	0.00
	Rural South Desktop Support	Dan Anthony	Administrative Services	Low	Closed	TTR Missed: No	0.00
INC000000625066	Cynthia S Bowers	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Resolved	TTR Missed: No	5.58
INC000000625077	Demi Sanchez-jex	Application	None	None		TIR Missed: No	0.21
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	2.95
INC000000625124	Jeff Mottishaw	Application	None	State Payroll Time Entry System		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Administrative Services	Low	Closed	TTR Missed: No	0.00
INC000000625341	Brian R Bales	Application	Password	PGP		TIR Missed: No	0.00
	Capitol Desktop Support	Joshua Furgason	Administrative Services	Low	Closed	TTR Missed: No	0.00
INC000000625488	Bret Burgon	Network	Error	None		TIR Missed: Yes	1.33
	Capitol Desktop Support	Kraig Ellis	Administrative Services	Low	Closed	TTR Missed: No	2.38
INC000000625554	Shirley Williams	Application	None	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Administrative Services	Low	Closed	TTR Missed: No	0.00
INC000000625581	Kurt Baxter	Application	Error	Adobe Acrobat		TIR Missed: No	0.16
	Capitol Desktop Support	Joshua Furgason	Administrative Services	Low	Closed	TTR Missed: No	1.91
INC000000625612	Eric Gardner	Telecom	Voice Mail	Telephone		TIR Missed: No	0.16
	Voice Operations	Julie Sabato	Administrative Services	Low	Closed	TTR Missed: No	0.16
INC000000625918	Dean Eborn	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Administrative Services	Low	Closed	TTR Missed: No	0.00
INC000000625929	Brenda Lee	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	0.04
INC000000626080	Pam Borman	None	None	None		TIR Missed: Yes	1.69
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Resolved	TTR Missed: No	4.05
INC000000626089	Helen Maw	Application	Password	Utah Master Directory		TIR Missed: No	0.34
	Help Desk	Eileen Dubach	Administrative Services	Low	Resolved	TTR Missed: No	0.34
INC000000626194	Lucy Palaita	Network	Error	None		TIR Missed: No	0.37
	Capitol Desktop Support	Kraig Ellis	Administrative Services	Low	Closed	TTR Missed: No	1.68
INC000000626335	Wendy Keyser	Application	Error	State Payroll Time Entry System		TIR Missed: No	0.89
	Help Desk	Sarah Johnson	Administrative Services	Low	Resolved	TTR Missed: No	5.87

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INC000000626350	Brian Spencer	Network	Error	None		TIR Missed: No	0.94
	Capitol Desktop Support	Kraig Ellis	Administrative Services	Low	Closed	TTR Missed: No	0.94
INC000000626441	Marilee Richins	PC/Laptop	Password	None		TIR Missed: No	0.06
	Capitol Desktop Support	Kraig Ellis	Administrative Services	Low	Closed	TTR Missed: No	0.91
INC000000626648	Lisa Adams	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Joshua Furgason	Administrative Services	Low	Closed	TTR Missed: No	0.00
INC000000626724	Bret Burgon	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Joshua Furgason	Administrative Services	Low	Resolved	TTR Missed: No	0.00
INC000000626850	Rick Clawson	PC/Laptop	Error	None		TIR Missed: No	0.34
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved	TTR Missed: No	2.15
INC000000626911	Jeff Reddoor	PC/Laptop	Password	None		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Administrative Services	Low	Resolved	TTR Missed: No	0.00
INC000000626916	Marilee Richins	None	None	None		TIR Missed: No	0.40
	Capitol Desktop Support	Kraig Ellis	Administrative Services	Low	Resolved	TTR Missed: No	3.03
INC000000626983	Cee Cee Niederhauser	Application	None	None		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Administrative Services	Low	Resolved	TTR Missed: No	0.00
INC000000627004	Chris Atkins	Network	Error	None		TIR Missed: No	0.29
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved	TTR Missed: No	2.86
INC000000627018	Rick Clawson	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved	TTR Missed: No	0.00
INC000000627022	Rick Clawson	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved	TTR Missed: No	0.00
INC000000627036	Jeffrey Black	Telecom	Hardware	None		TIR Missed: No	0.00
	Rural South Desktop Support	Dan Anthony	Administrative Services	Low	Resolved	TTR Missed: No	0.00
INC000000627066	Sue Hoskins	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved	TTR Missed: No	0.00
INC000000627101	Tyler Crawford	Application	None	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Administrative Services	Low	Resolved	TTR Missed: No	0.00
INC000000627138	Scott Sutherland	PC/Laptop	Error	None		TIR Missed: No	0.26
	Metro B Desktop Support	Kraig Ellis	Administrative Services	Low	Resolved	TTR Missed: No	1.70
INC000000627149	Deon Murphy	Application	None	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Administrative Services	Low	Resolved	TTR Missed: No	0.00
INC000000627233	Mary Ann Morehouse	None	None	None		TIR Missed: No	0.21
	Capitol Hosting	Jake Vandenberghe	Administrative Services	Low	Resolved	TTR Missed: Yes	18.40

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Administrative Services

INC000000627330	Connie Houskeeper	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Joshua Furgason	Administrative Services	Low	Resolved	TTR Missed: No	0.00
INC000000627336	Ken Hansen	Wireless Connectivity	Error	None		TIR Missed: No	0.20
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved	TTR Missed: No	1.05
INC000000627421	Dan Martinez	Application	None	Novell eDirectory		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Administrative Services	Low	Resolved	TTR Missed: No	0.00
INC000000627544	Denise Austin	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved	TTR Missed: No	0.00
INC000000627590	thomas merrill	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Kraig Ellis	Administrative Services	Low	Resolved	TTR Missed: No	0.00
INC000000627659	Dave Williams	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved	TTR Missed: No	0.00
INC000000627737	Brandon Bagley	Application	Error	None		TIR Missed: No	0.31
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Resolved	TTR Missed: No	3.87
INC000000627797	Tani Downing	PC/Laptop	None	None		TIR Missed: Yes	1.91
	Capitol Desktop Support	Chad Poll	Administrative Services	Low	Resolved	TTR Missed: No	1.91
INC000000627909	Tani Downing	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Chad Poll	Administrative Services	Low	Resolved	TTR Missed: No	0.00
INC000000628007	Mark Dalton	None	None	None		TIR Missed: Yes	2.13
	Database Services	I-Ching Lin	Administrative Services	Low	Resolved	TTR Missed: No	2.13
INC000000628018	Paul Bowers	Server	None	None		TIR Missed: No	0.34
	Capitol Hosting	Jake Vandenberghe	Administrative Services	Low	Resolved	TTR Missed: No	1.05
INC000000628184	Sue Lundquist	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Resolved	TTR Missed: No	0.28
INC000000628693	Eric Gardner	Telecom	Voice Mail	None		TIR Missed: No	0.28
	Voice Operations	Julie Sabato	Administrative Services	Low	Resolved	TTR Missed: No	0.28
INC000000628897	Evan Taylor	Application	Password	Gmail		TIR Missed: No	0.10
	Help Desk	James Stearns	Administrative Services	Low	Resolved	TTR Missed: No	0.10
INC000000628982	Seth Niederhauser	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Administrative Services	Low	Resolved	TTR Missed: No	0.00
INC000000629010	Toby Thacker	Application	Error	None		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Administrative Services	Low	Resolved	TTR Missed: No	0.00
INC000000629025	Marilee Richins	None	None	None		TIR Missed: No	0.60
	Network Operations	Jeff Reed	Administrative Services	Low	Resolved	TTR Missed: No	1.08

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Administrative Services

INC000000629206	Arcy Lopez	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Resolved	TTR Missed: No	0.34
INC000000629250	Carma Hicks	Application	Error	Collection Management System		TIR Missed: No	0.69
	Voice Operations	Romanza Hamblin Sorensen	Administrative Services	Low	Resolved	TTR Missed: No	0.98
INC000000629252	Mark Dalton	None	None	None		TIR Missed: No	0.13
	Database Services	I-Ching Lin	Administrative Services	Low	Resolved	TTR Missed: No	0.13
INC000000629503	Paul Bowers	Telecom	Call/Receive	Telephone		TIR Missed: No	0.27
	Voice Operations	James Gifford	Administrative Services	Low	Resolved	TTR Missed: No	3.19
INC000000629920	Barbara Sutherland	EIS Hardware	Printer	None		TIR Missed: No	0.14
	Strategic Communications	Luis Larios	Administrative Services	Low	Resolved	TTR Missed: No	1.81
INC000000630061	Colin Winchester	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Administrative Services	Low	Resolved	TTR Missed: No	0.00
INC000000630062	Susan Hunt	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Administrative Services	Low	Resolved	TTR Missed: No	0.00
INC000000630064	Madison Howard	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Administrative Services	Low	Resolved	TTR Missed: No	0.00
INC000000630229	Jan Rogerson	Application	Reporting	Gmail		TIR Missed: No	0.52
	Capitol Desktop Support	Joshua Furgason	Administrative Services	Low	Resolved	TTR Missed: No	0.79
INC000000630461	Dan Hurst	Application	Reporting	Gmail		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Administrative Services	Low	Resolved	TTR Missed: No	0.00